



# COMPASS COACH LINES

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## **Terms & Conditions**

### **Business Terms**

The compiled quote will stand for 30 days. Compass Coach Lines shall not consider the order as binding until the signed quotation has been received. The quotation must be signed by a person 18 years of age or older. It is to be understood that by signing the quotation the client is assuming responsibility for the passengers on the coach.

### **Hire Period**

The period of time agreed upon shall be definitive. Any extension shall be permitted only as arranged directly with Compass Coach Lines, and must be agreed upon in advance. Canadian and United States Hours of Service rules must be followed. All itineraries must be received at least 5 business days prior to the departure.

### **Hire Price**

The sold-to party will be responsible for any additional expenses, such as the driver's hotel room, permits, park passes, tolls, etc. The costs of fuel, the driver's wages and insurance will be covered by Compass Coach Lines, and are included in the quoted price.

### **Payment**

Customers will be invoiced and deposit and payment are to be made based on the directions listed within the quote. Compass Coach Lines reserves the right to discontinue and / or cancel service should invoices not be paid and could be subject to legal action.

### **Cancellation**

The sold-to party may terminate the Hire Contract at any time. By way of compensation, Compass Coach Lines shall charge the following fee:

No charge for cancellation notice given 30 days prior to the trip.

The entire deposit will be withheld if the notice is given less than 30 calendar days prior to the trip.

The full amount payment will be held if the charter is cancelled within 15 calendar days prior to the departure date.



### **Performance**

The extent of the services rendered is specified in the Hire Contract. If a given coach is unavailable, Compass Coach Lines reserves the right to provide another coach instead, or to order a coach from another company. We will do our very best to ensure Compass Coach Lines is able to perform the charter service.

### **Break Downs**

Compass Coach Lines operates well-maintained equipment that undergoes regular safety inspections and services. Due to the fact that equipment is mechanical, breakdowns can occur.

If a mechanical breakdown occurs where the coach is unable to continue without repairs, Compass Coach Lines will plan a course of action. If the driver can diagnose the problem, management will decide either to repair the coach or hire another coach, if one is available, at the expense of Compass Coach Lines. If the driver cannot diagnose the problem then a local heavy-duty mechanic will be called to do so. A plan of action will then be made by Compass Coach Lines.

If any non-essential equipment shall break down, the trip will be completed without them. Non-essential equipment are items such as video equipment, PA system, air conditioning and washroom.

Parts are not always readily available so repairs cannot always be made on the road. Although breakdowns may inconvenience you during your trip, refunds are not issued. Compass Coach Lines will have a network of garages and mechanics that they will contact should a roadside breakdown occur. Compass Coach Lines will have contingency plans to ensure the safe and timely arrival of your group. We will not jeopardize the safety of our passengers or employees and will make determinations on a course of action with that in mind.

### **Inclement Weather**

Compass Coach Lines will make every effort to ensure your group arrives at their destination safely and in a timely matter. We will not however allow the motor coach to travel on a highway that is closed. The decision to cancel a trip will be determined by reviewing all of the most current and relevant information available, including highway reports and information from the destination among other factors. We will maintain constant communication with the customer to ensure we are open and honest and everyone is up to speed. We also reserve the right for the driver to decide to delay or cancel the trip based on road conditions. Your safety is of the utmost importance to Compass Coach Lines.



# COMPASS COACH LINES

## **Drivers/Operating Hours**

Our drivers strictly observe the legally required operating hours and resting periods.

For their own safety, drivers must observe Canadian, Hours of Service Rules, and also the US, when applicable.

## **Hours of Service Rules - Canada**

Day = 24 hour period designated by the carrier

"Core" Rest = 8 consecutive hours of rest

Work shift = time between 2 Core rest periods

## **Driver May Not Exceed:**

13 hours driving/14 hours on-duty in a DAY

13 hours driving/14 hours on-duty, or 16 total elapsed hours from end of one CORE rest to beginning of next CORE rest

## **Mandatory Rest**

Minimum 10 hours in a DAY

At least 8 hours must be consecutive, but need not fall completely within the DAY.

May cross over midnight

Remaining 2 hours must be taken in minimum 30-minute blocks no later than after the 8th hour of driving

## **Hours of Service Rules - USA**

10 hour Driving Limit (May drive a max of 10 hours after 8 consecutive hours off duty, and must take a 30 minute break after the 8th hour of driving.)

15 hour ON-Duty Limit (May not drive after having been on duty for 15 hours, following 8 consecutive hours off duty. Off duty time is not included in the 15 hour period)

60/70 hour on Duty Limit (May not drive after 60/70 hours on duty in 7/8 consecutive days)

Sleeper Berth (drivers using a sleeper berth must take at least 8 hours in the sleeper, and may split the sleeper time into 2 periods providing neither is less than 2 hours)

## **Customs**

The sold-to party must fax a list of passenger names, birthdates, destination and reason for visit to the US customs, at least 48 hours prior to departure date.

Compass Coach Lines is available to help with this process to ensure all necessary procedures are followed to allow for a smooth process at a Port of Entry.



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## **Miscellaneous**

A \$1,000.00 damage deposit is required for "social" charters, including weddings, and it will be returned upon inspection of the bus. A portion or the entire damage deposit may be withheld should the coach require extra cleaning or if there was damage caused by the passengers.

Should a passenger become ill (stomach sickness) on the bus, a charge of \$200 per stomach illness will be withheld from the damage deposit.

There is no smoking permitted aboard any of our coaches. This includes, but is not limited to, cigarettes, cigars and e-cigarettes. Should a passenger smoke while inside the coach, the entire damage deposit will be withheld.

Compass Coach Lines will determine the amount returned.

The company driver / employee has the right to remove any individual from the vehicle who appears disruptive or poses a threat to themselves or others aboard the motor coach.

Compass Coach Lines is not responsible for lost or stolen items on the coach. Please contact our office via phone or email should an item be misplaced or forgotten on the motor coach.

By signing this contract, the customer agrees to assume full responsibility and costs for any damages incurred while renting the vehicle.

By signing this contract, the customer agrees to all of the above note Terms and Conditions.

Quote Number: \_\_\_\_\_

Date of Trip: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_